

## Kentucky Personnel Cabinet 501 High Street Frankfort, KY



## IC Memorandum 12-37

**TO:** Billing Liaisons

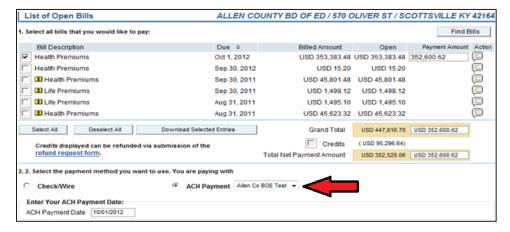
**FROM:** Kentucky Employees' Health Plan (KEHP) and Kentucky Group Life Insurance (KGLI)

**SUBJECT:** ACH Payments

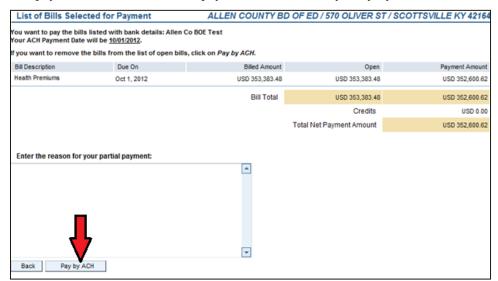
**DATE:** September 21, 2012

Over the weekend, the billing system will receive an upgrade to the ACH payment feature. The upgrade will occur on Sunday and we want you to be aware of a few things prior to:

- 1. When the upgrade occurs, the system will be unavailable for at least four hours Sunday afternoon, into early evening.
- 2. Before you leave today, please export a copy of your bill from Web Billing. Save to excel on your computer. This is your backup in case the upgrade causes the system to be unavailable longer than expected.
- 3. Please do not make any ACH payments on Sunday. Either pay them today 9/21, Saturday 9/22 or hold and pay on Monday 9/24.
- 4. When you log in Monday to make payments, everything will look the same with the following exceptions:
  - a. When you pay the bill, the screen will say "ACH Payment" instead of ePAY Payment.



b. The payment button on the final payment screen will say "Pay by ACH" instead of ePAY.



c. On the payment tab, where it lists payments, there are a number of new columns. The column to take note of is "ACH Transaction Number. When you call us about a recent ACH payment, give us that number and we can find the payment quickly.



5. The ACH upgrade will display messages at top of the payment screen for a variety of problems that may occur with the payment. One example (see below) is if the bank number provided was not valid, a "provider declined" message will appear. The ACH information still appears, but the red font error message below it lets you know the payment was declined after we tried to send the information to the bank.

Your ACH Confirmation Number: 2184409
Your ACH Payment Date is: 09/28/2012
System Error: Your payment was cancelled due to ProviderDeclined. Please try and submit later.
The system has saved your stop payment under transaction number: \368983085

Please call your contact within the Financial Management Branch at 502-564-9097 or the Group Life Insurance Branch at 502-564-4774 if you have questions or concerns.

Thank you,

Dept. of Employee Insurance KY Group Life Insurance Branch